

Pennsylvania Telephone Association

"The Communications
Leader in Pennsylvania"



June 15, 2020

Ms. Rosemary Chiavetta
Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105

Re: **M-2020-3020055**
COVID-19 Customer Service, Billing, and Public Outreach Provisions
Request for Utility Information
- *Pymatuning Independent Telephone Company*

Dear Secretary Chiavetta:

In response to the Secretarial Letter dated May 29, 2020 at the above docket, please find the replies from the company noted above.

Sincerely,

Steven J. Samara
President

cc: Sarah Dewey (via email)
Tom Charles (via email)



**Pymatuning Independent Telephone Company
PT Communications**

7 Edgewood Drive
Greenville, PA 16125
Phone: (724) 646-5321
Fax: (724) 646-5441

June 15th, 2020

Pennsylvania Public Utility Commission

- I. During these unprecedented times, Pymatuning has adopted a policy of not* disconnecting non-paying customers services for the time being. With the uncertainty we have not placed a firm date on the resumption of terminations. We are monitoring the situation constantly. Pymatuning is operating under the FCC Keep Americans Connected pledge parameters.

Termination/late notices will be sent once we determine we will be terminating non paying customers. This would then allow the customers 10 days to get current before services are disrupted.

June 2020 -- 38 customers that are late

June 2019 -- 17 notices sent out, 1 customer terminated

The below are our normal charges, but these are NOT* being implemented right now as no customers are being disconnected.

Residential Reconnect Fee - \$26

Business Reconnect Fee- \$29

Internet Reconnect Fee- \$15

A link to the FCC Keep Americans Connected pledge (which Pymatuning Telephone Company subscribes too) has been added to our website.

- II. Customers are able to go onto our website and can then click a hyperlink to view the FCC Keep Americans Connected pledge which Pymatuning Telephone Company subscribes too.



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We anticipate waiving all fees and essentially wiping a customers record clean at the end of this pledge. Once we begin to resume normal business practice of terminations and late notices we will craft a letter that summarizes this resumption of normal business practices.

Chase Custer

A handwritten signature in blue ink, appearing to read 'Chase Custer', written in a cursive style.

VP and Director of Finance

Townes Tele-Communications | 120 E. 1st Street | Lewisville, AR 71845

Tel (870) 921-5758

Fax (870)-921-4400

ccuster@townes.net